

Clerk Interview Questions

1. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

2. Share an experience in which you evaluated applications, determined that applicants were qualified for licenses, collected prescribed fees, and issued licenses.

3. What is the key to success when communicating with the public.

4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

5. Share an experience when you applied new technology or information in your job. How did it help your company?

6. Share an experience in which you effectively enforced canine licensing regulations and notified owners of regulations.

7. Name a time when your patience was tested. How did you keep your emotions in check?

8. Provide an example when your ethics were tested.

9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

11. Provide an experience in which you prepared bank deposits and took deposits to banks.

12. Provide an experience in which you answered a difficult customer question regarding licensing procedures or policies.

13. Share an experience you had in dealing with a difficult person and how you handled the situation.

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14. Provide a time when you dealt calmly and effectively with a high-stress situation.
15. What is the state of your records of applications made and licensing fees collected? What is something you would like to improve?
16. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
17. Provide an effective method you have used to inform customers of additional steps they need to take to obtain licenses.
18. Share an experience in which you kept operational records and licensing information up to date.
19. Share your experience operating specialized photographic equipment.
20. Provide an experience in which you effectively conducted oral, visual, written, and/or performance tests to determine if applicants were qualified for licenses.
21. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
22. Provide an experience in which you successfully performed office support activities.
23. Please share an experience in which you presented to a group. What was the situation and how did it go?
24. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
25. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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27. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
28. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
29. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
30. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
31. Provide an example of when you were persistent in the face of obstacles.
32. Share an experience in which you corresponded with insurance companies regarding licensure of agents, brokers, and/or adjusters.
33. Provide an experience in which you effectively trained other workers. What methods made you a successful trainer?
34. Name a time when your creativity or alternative thinking solved a problem in your workplace.
35. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
36. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
37. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
38. Share an experience in which your willingness to lead or offer an opinion helped your company.
39. Provide an example when you were able to prevent a problem because you foresaw the reaction of another

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person.

40. Tell me how you organize, plan, and prioritize your work.

41. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

42. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

43. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

44. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

45. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

46. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)